

MINUTES

Meeting: Melksham Area Board
Place: The Riverside Centre, Millennium Riverside Walk, SN12 6LP
Date: 22 May 2024
Start Time: 7.00 pm
Finish Time: 9.12 pm

Please direct any enquiries on these minutes to: Senior Democratic Services Officer - Ben Fielding, Tel): 01225 718224 or (e-mail) benjamin.fielding@wiltshire.gov.uk

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In Attendance:

Wiltshire Councillors

Cllr Jonathon Seed, Melksham Without West & Rural (Chairman)
Cllr Mike Sankey, Melksham East (Vice-Chairman)
Cllr Phil Alford, Melksham Without North and Shurnhold
Cllr Nick Holder, Bowerhill
Cllr Jon Hubbard, Melksham South
Cllr Jack Oatley, Melksham Forest

Wiltshire Council Officers

Richard Rogers, Strategic Engagement Partnerships Manager
Caroline LeQuesne, Area Board Delivery Officer
Dominic Argar, Assistant Multimedia Officer
Ben Fielding, Senior Democratic Services Officer

Total in attendance: 36

<u>Minute No..</u>	<u>Summary of Issues Discussed and Decision</u>
64	<p><u>Election of the Chairman</u></p> <p>Nominations were sought for a Chairman for the forthcoming year. On the nomination of Councillor Mike Sankey seconded by Councillor Jack Oatley, it was,</p> <p><u>Resolved:</u></p> <p>To elect Councillor Jonathon Seed as Chairman of the Melksham Area Board for the forthcoming year.</p>
65	<p><u>Election of the Vice-Chairman</u></p> <p>Nominations were sought for a Vice-Chairman for the forthcoming year. On the nomination of Councillor Jonathon Seed seconded by Councillor Phil Alford, it was,</p> <p><u>Resolved:</u></p> <p>To elect Councillor Mike Sankey as Vice-Chairman of the Melksham Area Board for the forthcoming year.</p>
66	<p><u>Apologies for Absence</u></p> <p>Apologies for absence were received from Bridie Hanraads (Community Conversations Team), Inspector Andy Lemon and Sergeant Gemma Rutter (Wiltshire Police).</p> <p>Cllr Nick Holder joined the meeting at 19.12pm.</p>
67	<p><u>Minutes</u></p> <p>The minutes of the meeting held on 6 March 2024 were presented for consideration and it was;</p> <p><u>Resolved:</u></p> <p>To approve and sign as a true and correct record of the minutes of the meeting held on 6 March 2024.</p>
68	<p><u>Declarations of Interest</u></p> <p>There were no declarations of disclosable pecuniary interest.</p>
69	<p><u>Chairman's Announcements</u></p> <p>The Chairman made the following announcements as per the agenda pack:</p>

	<ul style="list-style-type: none"> • Highways Matters Responses – 6 December 2023 • Chief Executive of Wiltshire Council <p>The Chairman thanked The Riverside Centre for hosting the meeting as well as providing tea and cake, which had been very well received.</p> <p>Cllr Jon Hubbard stated that The Riverside Centre AGM was set to take place on 20 June 2024, with anyone who uses the hall welcome to attend and help to plan the future of the facilities. Cllr Hubbard also thanked the Area Board for the new acoustic soundboards and sound system which had been added to the hall following a successfully awarded grant application to the Area Board.</p>
70	<p><u>Partner Updates</u></p> <p>Updates were received from the following partners:</p> <ul style="list-style-type: none"> • Wiltshire Police The Area Board noted written updates attached to the agenda. • BSW Together (Integrated Care System) The Area Board noted a written update attached to the agenda. • Healthwatch Wiltshire The Area Board noted a written update attached to the agenda. In addition, Mary Winterburn, a volunteer for Healthwatch Wiltshire provided a verbal update, which included but was not limited to: <ul style="list-style-type: none"> • Healthwatch had undergone a change of provider in January 2024. • Work had taken place in local colleges to conduct interviews on mental health. • Interim and patient assessments had been taking place in hospitals. • The following priorities had been identified: <ul style="list-style-type: none"> ○ 1. Pharmacy First ○ 2. Living in a rural county ○ 3. Virtual home wards • Healthwatch had been involved in working with the new carer support GP accreditation with a surgery in Melksham involved working towards a criteria of being a carer friendly surgery. • Community First The Area Board noted a written update attached to the agenda. • Town and Parish Councils The Area Board noted a written update provided by Melksham Without Parish Council. <p>Cllr John Glover, Chairman of Melksham Without Parish Council provided the</p>

	<p>following update:</p> <ul style="list-style-type: none"> • The Parish Council had continued to meet with the Town Council regarding the neighbourhood plan revision, which was not yet public but had taken on board comments from members of the public and statutory organisations. • The issue of requiring data relating to passenger usage at bus stops was raised, which would allow the Parish Council to bring their information systems up to where they need to be. <p>Cllr Jon Hubbard provided an update on behalf of the Town Council, with it noted that a new Mayor and Deputy Mayor had been elected and that the Town Council annual meeting was set to take place in the forthcoming week.</p>
71	<p><u>Health in Melksham</u></p> <p>As councillor representative for the priority of Older People; Health and Wellbeing, Cllr Jack Oatley introduced this item as well as the respective speakers.</p> <p>Emma Higgins (Associate Director – Wiltshire Integrated Care Alliance Programme and Delivery Lead NHS Bath and Northeast Somerset, Swindon and Wiltshire Integrated Care Board) provided a presentation (attached to the minutes) on health provision in Melksham, which covered the following points:</p> <ul style="list-style-type: none"> • An overview of the demographic and GP practices included within the Primary Care Network (PCN) and its respective catchment areas was provided. • Details of the PCN estate of Bradford on Avon and Melksham was covered, with it noted that there were three main GP premises and 2 branch sites. It was noted that the estate would need to support the expected demand from the increase in population from housing growth by 2032. • The Primary Care Network Workforce currently employs 28 staff recruited through the Additional Roles Reimbursement Scheme, with a strong emphasis on personalised care roles which support the living well and frailty teams. • Details of the community pharmacies in Melksham were provided, with it noted that the ICB has now began to commission services such as dentistry at a local level. • Details were provided as to how the Melksham population was accessing NHS dentistry, with children accessing NHS dental care at a higher proportion than the rest of Wiltshire and Nationally. • An overview of the BSW Connect Service was provided, which would go live on 1 July 2024 and would be aimed to support individuals who have needed to use emergency services multiple times over the last five years. • It was noted that the Wiltshire average time to discharge from Acute Trusts had reduced, with further work taking place to continue to support

this process.

- An update was provided on Learning Disability and Autism, with work being completed across Melksham including screening practitioner work to ensure that individuals are receiving physical care.
- Melksham has a higher compliance rate than the Wiltshire average for Severe Mental Illness Annual Health Checks (SMI AHC).
- It was noted that a new service named NHS 111-2 had gone live and would provide a pathway for urgent and emergency mental health care.
- An overview of the Melksham and Bradford on Avon Collaborative was provided, which had been set up in early 2023 as a “Pathfinder” test and learn site to provide insights for future collaboratives.
- Objectives for the Collaborative were outlined as well as how some of these had been achieved, in particular a piece of work which involved a group of people who experienced significant falls.
- The next steps for the Collaborative were outlined as well as reflections on the work so far.

After the presentations, there was time for the following questions to be received:

- A question was asked regarding how the NHS planned to deliver services in the community and what plans there were for Melksham Hospital and the surrounding land. A response was provided that currently the NHS is working through a strategic and then clinical plan, in which the estates plan would follow on from.
- A point was raised that currently in Melksham there was some nurse’s accommodation, which 16 years ago were in working order, but have now been left to degrade, it was questioned why these weren’t being used when there was homelessness in Wiltshire. In response it was stated that these were likely to be owned by an organisation called NHS Property Services, however this organisation did not own or control all NHS property and it was unclear whether these properties were under NHS control. It was agreed that this point would be taken away for a further response, to which the following was provided the buildings are two former houses at the entrance to the hospital site. They are not used for storage but are boarded up and dilapidated. Additionally, the ICB have no plans for these houses yet but they are being held as any changes to the site are likely to require improved road access provision and therefore the houses are being held until the future needs of the NHS are understood and any future plans for the hospital site in relation to the delivery of services.
- A query was raised regarding what someone would have to do to get onto the NHS dental waiting list. It was recommended that people could visit the following website, which would provide a list of NHS dentists locally and their waiting lists: [How to find an NHS dentist - NHS \(www.nhs.uk\)](https://www.nhs.uk/how-to-find-an-nhs-dentist). In addition, individuals could contact individual practices to ask if their list

was open or could also contact 111 for emergencies.

- In Melksham 1,000 homes had been built with Section 106 funding agreed, it was therefore wondered what the plan was for where this money would go and to who it would benefit? It was agreed that this would be taken away and investigated for a response to which it was later clarified that the section 106 funding is available but is yet to be drawn down. When it is, it will support developments across primary care in line with the developing estates strategy and plans for Melksham following confirmation of what and where the need is.
- Clarity was provided on the 111-2 service, which had launched following a national campaign on social media channels. It was expressed that the ICB would like to use local community media pages more to communicate through already active channels.
- It was also suggested that should people struggle with the 111-2 number, if this number was to be input wrong, people would still get through and be redirected to 111. Concern was also raised around people accidentally calling 999 in an attempt to reach this service. A further response was provided to this that, service users are actually being directed to call 111 then selection option 2 – therefore Service users will hear the following when they ring 111 (and after pressing 9 to continue):
 - if your call is about physical health press 1,
 - if you are in mental health crisis press 2,
 - if you are a health care professional or lab technician press 3.It's on the press 2 that they will be asked the question again to double check they have selected the right pathway before being transferred to AWP. This then minimises the risk around the police being called (112 is the 'non urgent' police line)
- The difficulty of being able to access services in Melksham and Bradford on Avon without the use of a car was raised, to which it was stated that there was an awareness that across Wiltshire, transport was an issue and that any collaborative work would need to ensure that it was accessible for the community.
- A point was raised that recently in Melksham two 70 bed care homes had received planning permission with another pending and that the GP practices had stated that in 2022, in of support of an application to amend a S106 agreement at Verbena court, that the surgeries in Melksham had enough capacity to meet population needs for the next 5 years. In response, clarity was provided that Giffords Surgery had enough capacity to absorb such a population expansion and that any increase would also bring extra funding.
- The recruitment of GPs was discussed, with it stated that there were no concerns for recruitment currently and that locally a resilient structure had been built.

Roland Teare GP, provided an update on behalf of Spa Medical Centre, which

covered the following points:

- Roland was a GP Surgeon who had been working in Melksham for 10 years.
- Recently things had changed, with the parameters of the Primary Care Network (PCN) changing to join up Spa Medical Centre with Bradford on Avon Surgery and Giffords Surgery. This change has had both positive and negative aspects, such as working collaboratively however there has also been geographical impacts.
- An example of a challenge experienced by the PCN was that during lockdown, very few Covid Vaccines had been delivered to Bradford on Avon, meaning that the rollout took place for both sets of patients at Spencer's Club in Melksham.
- Housing is currently being built in Melksham with patient numbers expected to rise, however it could be argued that in PCNs, money follows the patients. For example, the three proposed new care homes in Melksham would attract more funding for the increased patients and would require further staff recruitment.
- There has been changes within Spa with Senior GPs retiring and the surgery has started to employ other health care professionals as not all patients require the attention of a GP.
- In January an E-Consult online system was brought in to take away waiting times on the phone, with it stated that this had to be turned off last week due to circumstances.

Dr Abby Burgess provided an update on behalf of Giffords Surgery which covered the following points:

- Abby was a Senior Partner at Giffords Surgery and had worked there for 13 years.
- The Surgery currently had 61 staff, however there had been Doctor challenges with two currently off on maternity leave. These roles were being covered and a current trainee was set to be taken on as a Doctor in August. In addition, the Partnership had recently expanded and consisted of young individuals for resilience and succession planning.
- A Friends of Giffords charity had recently been set up with an uptake of 40 people, which would enable the surgery to link up with the third sector in a better way.
- The E-Consult system has changed the way which Giffords has operated and has improved getting patients to the right service, though it was still possible to come into the Surgery to book appointments or via phone.
- It was hoped regarding the building lease that the building could be developed for more space which could be recruited into.
- Difficulties such as some of the team having long term sickness leave and the impact of contracts with inflation was cited.
- Difficult decisions were being made regarding services which were not proving to be profitable.

After the presentations, there was time for the following questions to be received:

- When the E-Consult online system had been launched there had been very good comms, however when the system was turned off last week, this had not been communicated as well and had led to confused patients. Clarity was provided that the system had to be turned off due to a shortage in doctors, meaning that there had not been enough staff to run the system. It was acknowledged that when launched there had been comms and that when the urgent decision had been taken to turn off the system this had only been communicated by a phone message and that it was appreciated that this could have been done better. It was expressed that if comms had been sent out regarding the system being turned on and off, this might have caused further confusion.
- It was stated that a relative of a member of the public had recently called Giffords Surgery, however the Doctor who answered ended the call and informed the caller that they would have to make another appointment to continue, which had happened twice. In response, the member of the public was encouraged to email the surgery to contact the complaints lead as this is not something which would be expected. Assurance was also provided that the system in place would allow for patients with complex needs to have longer time slots and was flexible.
- A question was asked regarding if additional facilities were to be built, whether this would have to be in Holt, to which it was stated that any changes to the investment of estates would have to be considered from a PCN level. Currently Bradford on Avon was judged to have a higher level of need than Melksham, therefore any development likely to happen would be there. Further clarity was provided that to have its own PCN, Melksham would have to have 30,000 patients.

Carl Houghton (Spurgeons), provided an update on the new Family Hub Model, which covered the following points:

- Carl provided an overview of his role as a Family Navigator for the new Family Hubs which had been set up in April to support children 0-19 and from 0-25 with SEND.
- Flagship hubs had been set up in County Hall, Bourne Hill and Five Rivers, with an Admin Navigator based in each for support.
- The team had also branched out to the Community Campus and Library to speak to families and to try and support them in the best way possible.
- The team consisted of Family Practitioners who would provide a deeper level of support in the home and Navigators who would provide support with everyday tasks such as filling out forms and signposting to agencies.
- The main mission of the model was to get out into communities to build a link with families and build stronger communities by bridging gaps with agencies.

	<p>Cllr Oatley provided an update from the Melksham Health & Wellbeing Group, which included the following points, but was not limited to:</p> <ul style="list-style-type: none"> • The full updated would be provided to Democratic Services to be attached to the minutes. • The Health and Wellbeing Group is a sub-group of the Area Board and brings together partners to share information and support older and vulnerable people within the neighbourhood. The sub-group is not a decision-making body but is able to comment on funding bids. • The most recent meeting of the group took place last week, which was Mental Health Week. • In February, the group looked at the CJSNA data and decided that mental health would be a focus for this year. As a result, the group is looking to set up an Andy's Man Club which is a recognised mental health support group as well as looking at funding mental health first aid training for groups in Melksham. • The group has also worked closely with other partners and organisations with Community Support 2.0, this has included providing drop-in sessions, providing slow cookers, and ensuring that the foodbank receives regular funding. • The grant funding pot for the year would be £7,500 which could be awarded to applicants to support the older and vulnerable. • Cllr Oatley thanked those involved with the group and stated how it had been an honour to chair the group over the past year.
72	<p><u>Area Board End of Year Report</u></p> <p>Part I – Looking Back</p> <p>The Area Board received a presentation from Caroline LeQuesne, Area Board Delivery Officer on the Area Board End of Year Report. Caroline thanked the Area Board Members and partners as without them it wouldn't have been possible to conduct the work which had been done. The presentation included the following points and an overview of the activities completed in relation to the previous Area Board priorities:</p> <ul style="list-style-type: none"> • Children and Young People – Cllr Jon Hubbard <ul style="list-style-type: none"> ○ Activities included detached youth work, a survey, positive activities for those with special needs, a skate park event and a self-harm support programme. ○ Cllr Hubbard noted that there had been continued work for young people with mental health needs with significant referrals made to agencies. • Culture and Sport – Cllr Jonathon Seed <ul style="list-style-type: none"> ○ Activities included a heritage walk, the Explore Wiltshire Heritage App, display cabinets and the recording of Great Hinton's heritage.

- Cllr Seed also drew reference to the unprecedented success of the Rugby, Football and Cricket clubs who had all been able to climb their respective leagues with investment into their facilities.
- Older people; health and wellbeing – Cllr Jack Oatley
 - Activities included the establishment of a clear understanding of the NHS estate, activities for carers and young carers, falls prevention and an Age UK monthly drop-in support session.
- Community safety and transport – Cllr Mike Sankey
 - Activities included the work of the LHFIG group which had been involved in 13 projects and the special Highways Matters Area Board event.
- Economy, environment, and deprivation – Cllr Phil Alford
 - Activities included cookery classes and cooking equipment as well as providing vouchers for additional food and other essential items.

Part II – Looking Forward

Richard Rogers, Strategic Engagement Partnerships Manager (SEPM) provided a summary of the Community Survey/CAJSNA Data:

- There had been 229 responses to the survey (8.9% of the population), with the demographic of the respondents split across all age groups.
- The following 5 priorities were identified by respondents:

Health:

- Almost 50% of respondents had chosen this as their first choice.
- The top 5 health issues in order were mental health support, support for “living longer better”, support for keeping physically active, care for those living with dementia, tackling levels of obesity.
- CAJSNA data was provided to support this, including that Melksham had the highest level of adult diabetes in Wiltshire and the lowest percentage of people in Wiltshire who said that their health was good or very good.

Environment:

- Almost 11% of respondents chose this as their first choice.
- The top 5 environment issues in order were improving the quality of landscapes, supporting public transport services, addressing flooding, tackling fly tipping, support for increase in biodiversity.

Cost of living

- Almost 11% of respondents chose this as their first choice.
- The top 5 cost of living issues in order were supporting households on low incomes, support for children living in low-income families, support for housing/rent affordability, fuel poverty and debt, support for foodbanks.
- CAJSNA data suggested that Melksham had the highest food insecurity and the 2nd highest percentage of children living in low-

income families.

Children and Young People

- 10% of respondents chose this as their first choice.
- The top 5 children and young people issues were improving positive activities for young people, young people's mental health, SEND, improving health and especially obesity, improving school attainment.
- CAJSNA data suggested that Melksham had the highest percentage of 4–18-year-olds with an Educational, Health and Care Plan (EHCP).

Safety

- 10% of the respondents chose this as their first choice.
- The top 5 issues for safety were reducing the level of crime in communities, tackling ASB, addressing drug crime, reducing speeding, tackling the number of road traffic collisions.
- Data suggested that substance abuse, child exploitation and knife crime was higher in Melksham than the average for Wiltshire.

After which, it was;

Resolved:

That Melksham Area Board decided upon the following priorities it wished to focus on in the coming year as well as the respective lead councillor representatives:

- **To improve opportunities for all children and young people (Cllr Hubbard)**
- **To help tackle deprivation (Cllr Alford)**
- **To create safer communities and improve transport (Cllr Sankey)**
- **To support older and vulnerable people (Cllr Oatley)**
- **To protect and enhance our heritage and environment (Cllr Seed)**

That Melksham Area Board appointed the following Councillor Representatives to the following Outside Bodies:

- **Melksham Health and Wellbeing Group – Cllr Oatley**
- **Melksham Joint Neighbourhood Plan Steering Group – Cllr Sankey**
- **Environment and Climate Working Group – Cllr Seed**
- **CCTV and Community Safety Working Group – Cllr Sankey**

That Melksham Area Board appointed the following Councillor Representative to the Local Highways and Footway Improvement Group (LHFIG):

	<ul style="list-style-type: none"> • Melksham Area Board LHFIG – Cllr Sankey <p>That Melksham Area Board noted the Terms of Reference for the LHFIG as set out in Appendix B, attached to the agenda.</p> <p>Cllr Hubbard noted that Melksham was the only Area Board without a Local Youth Network (LYN) and urged the Area Board to consider setting one up to ensure that young people’s voices could be heard. Caroline LeQuesne confirmed that she had attempted to set this up, but limited feedback had been received though she was happy to investigate setting up an LYN again.</p>
73	<p><u>Local Highways and Footpath Improvement Group (LHFIG)</u></p> <p>Cllr Mike Sankey introduced the minutes and recommendations from the LHFIG meeting held on 7 May 2024. After which, it was;</p> <p><u>Resolved:</u></p> <p>The minutes of the Local Highways and Footway Improvement Group meeting held on 7 May 2024 were agreed as a correct record as well as approving the following spending recommendations within:</p> <p>To add the following Issues to the Priority Schemes List with funding (where indicated) Refer to APPENDIX 2</p> <ul style="list-style-type: none"> • Melksham Town / Melksham without / Semington village - Allocate the sum of £4000.00 for the formal advertisement and implementation of parking controls (Waiting restrictions) at various agreed sites. 3rd Party contribution of 25% (£1,000) to be agreed with town / parish councils. • Keevil Kerbing works. – Allocate sum of £10,010.00 with 25% contribution (£2502.50) from Keevil Parish council. <p>A discussion then took place regarding the TRO referenced within the recommendations, to which the advertising arrangements for which were discussed and how discussions for how this could be improved were taking place in the background. It was noted that there would be a public consultation for the traffic order via Wiltshire Council and during this period the Town Council and Members of the public could submit any questions and comments.</p> <p>A motion was raised by Cllr Jon Hubbard that TROs affecting Melksham residents should be advertised within the Melksham Evening News, which was seconded by Cllr Mike Sankey. An amendment was made to the substantive motion that this motion be brought back to the next meeting of the Area Board for timing reasons. Both the substantive and amended motions were carried.</p> <p>A further discussion then took place regarding LHFIG Funding Contributions and the Chairman noted that it was agreed at the last meeting of the Area Board,</p>

	<p>that clarity would be sought around LHFIG Funding Contributions. Since this meeting, Officers had gone away and have sourced minutes from the LHFIG meeting, which took place on 4 August 2022, which stated that:</p> <p><i>Each Council should be committed to part-fund each project: financial contributions will normally be expected at a rate of 50% for the larger Councils (Melksham Town and Melksham Without) and 25% for the other smaller Councils.</i></p> <p>Cllr Alford stated that the word “normally” was key to the contributions as this would allow smaller parishes to come forward and suggest alternative funding models as otherwise there would be an expectation for small parishes with few electors and tiny precepts to fund expensive projects.</p> <p>Cllr Hubbard stated that Melksham North was one of the most deprived electoral wards in Wiltshire and that Melksham Town was one of the most deprived towns in Wiltshire with one of the lowest levels of disposable incomes. It was suggested that with the current contributions, deprived areas would be expected to subsidise work in the most affluent areas.</p> <p>The Chairman proposed the following motion that Each Council should be committed to part-fund each project: financial contributions will normally be expected at a rate of 50% for the larger Councils (Melksham Town and Melksham Without) and 25% for the other smaller Councils, which was seconded by Cllr Phil Alford.</p> <p><i>Cllr Jon Hubbard requested a recorded vote on the motion, which was as follows:</i></p> <p><i>For – Cllr Jonathon Seed, Cllr Nick Holder, Cllr Jack Oatley, Cllr Phil Alford</i></p> <p><i>Abstain – Cllr Mike Sankey</i></p> <p><i>Against – Cllr Jon Hubbard</i></p> <p>The motion was therefore carried.</p>
74	<p><u>Area Board Funding</u></p> <p>The Chairman provided the Area Board with an update about how he and Cllr Hubbard had visited previous grant recipient Saxon Group of the Riding for the Disabled Association to see the work that they do and how they had spent the money awarded by the Area Board.</p> <p>The Chairman informed the Area Board of the opening balances for grant funding. The Area Board considered the following applications for funding:</p> <p><u>Community Area Grants:</u></p> <p>Melksham and District Historical Association - £1,000 towards Melksham Historical Association Display Cabinets.</p>

Decision

Melksham and District Historical Association was awarded £1,000 towards Melksham Historical Association Display Cabinets.

**Moved – Cllr Jon Hubbard
Seconded – Cllr Mike Sankey**

Reason – The application met the Community Area Grants Criteria 2023/24.

Great Hinton Heritage Group – £484.52 towards Great Hinton Heritage Group Display Materials.

Decision

Great Hinton Heritage Group was awarded £484.52 towards Great Hinton Heritage Group Display Materials.

**Moved – Cllr Jonathon Seed
Seconded – Cllr Jon Hubbard**

Reason – The application met the Community Area Grants Criteria 2023/24.

Bowerhill Baby and Toddler Group - £500 towards Bowerhill Baby and Toddler group Outdoor Active.

Decision

Bowerhill Baby and Toddler Group was awarded £500 towards Bowerhill Baby and Toddler group Outdoor Active.

**Moved – Cllr Nick Holder
Seconded – Cllr Jack Oatley**

Reason – The application met the Community Area Grants Criteria 2023/24.

Great Hinton Indoor Bowls Club - £500 towards Great Hinton Indoor Bowls Club.

Decision

Great Hinton Indoor Bowls Club was awarded £500 towards Great Hinton Indoor Bowls Club.

**Moved – Cllr Jonathon Seed
Seconded – Cllr Jon Hubbard**

Reason – The application met the Community Area Grants Criteria 2023/24.

	<p><u>Older & Vulnerable Grants:</u></p> <p>Avon Bowls Club - £333.99 towards Avon Bowls Club Access Ramp.</p> <p><u>Decision</u></p> <p>Avon Bowls Club was awarded £333.99 towards Avon Bowls Club Access Ramp.</p> <p>Moved – Cllr Jack Oatley Seconded – Cllr Phil Alford</p> <p><i><u>Reason</u> – The application met the Community Area Grants Criteria 2023/24.</i></p> <p>Our Time Project – £3,000 towards Melksham Movement and Theatre Workshops for Elders.</p> <p><u>Decision</u></p> <p>The Area Board agreed to defer discussion of the Our Time Project application as per the applicant’s wish.</p>
75	<p><u>Urgent items</u></p> <p>There were no urgent items.</p>
76	<p><u>Close</u></p> <p>The date of the next meeting was confirmed as 4 September 2024.</p>

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Melksham Area Board

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Minute Item 64

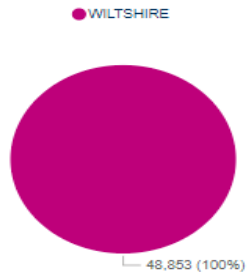


BOA Melksham PCN

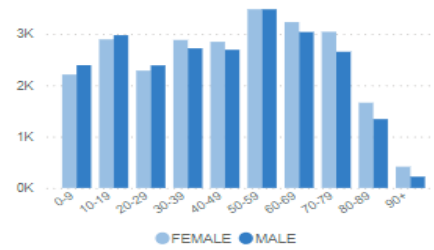
Total number of registered patients
48,853

Difference from previous month
0.08%

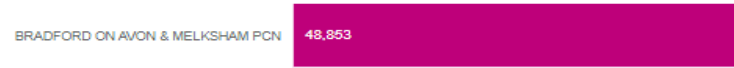
Difference same period last year
0.89%



Population by Age Range



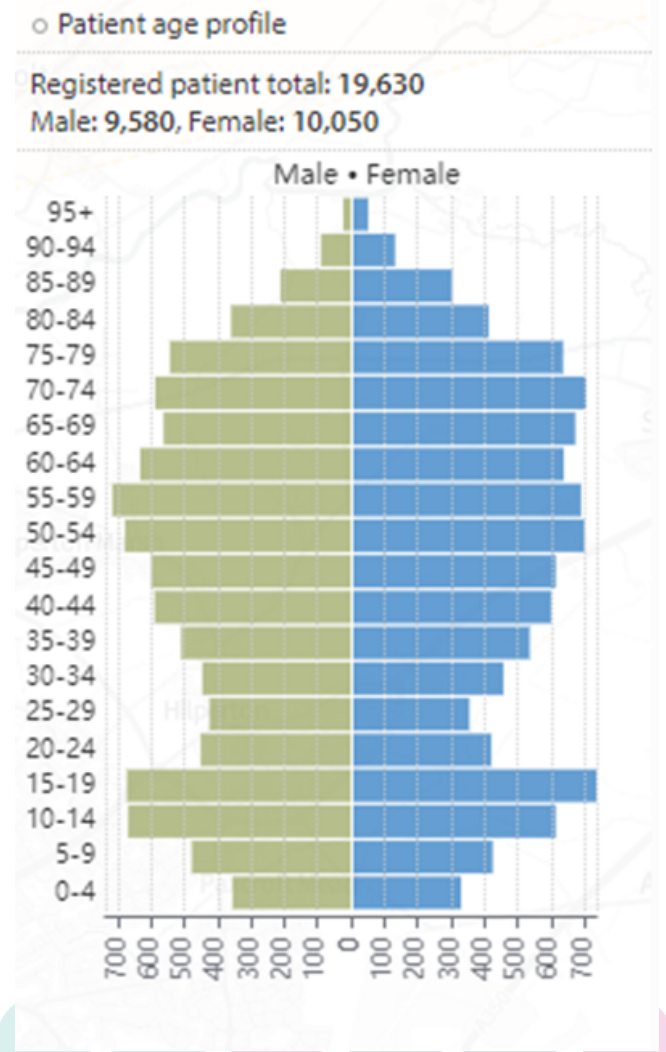
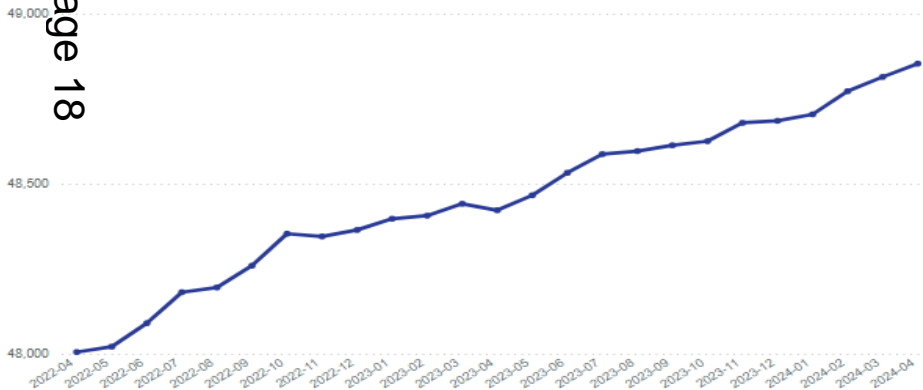
Practice Population by PCN



Practice Population by GP Practice



BSW population by period



GP Practice's registered patients and practice boundary area across Melksham.

Spa Medical Centre

Catchments

14770 registered patients in 50 LSOAs
Number of Patients Registered at a GP Practice:
Apr '24. NHS Digital: digital.nhs.uk/.../april-2024

Practice submitted inner catchment area
NHS Digital: Apr '24: digital.nhs.uk

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Giffords Primary Care Centre

Catchments

14453 registered patients in 87 LSOAs
inc 1 patient outside the commissioning CCG
Number of Patients Registered at a GP Practice:
Apr '24. NHS Digital: digital.nhs.uk/.../april-2024

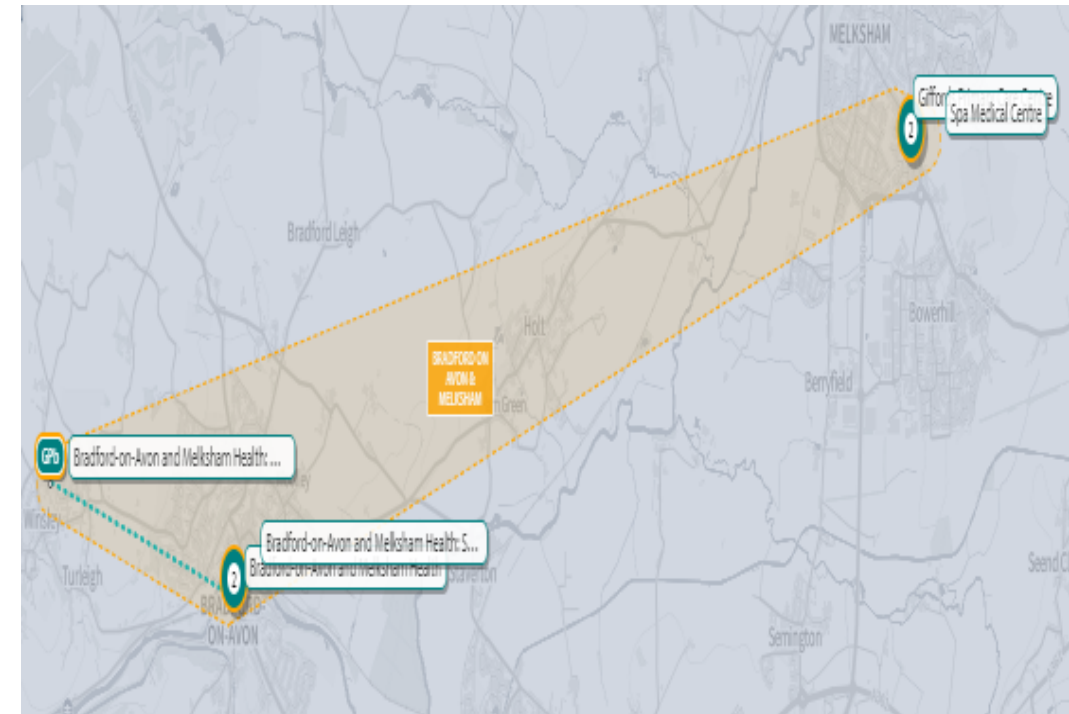
Practice submitted inner catchment area
NHS Digital: Apr '24: digital.nhs.uk

PCN Estate

- There are 3 main GP premises and 2 branch sites across Melksham and Bradford on Avon
- The estate will need to support the expected increase in population from the housing growth by 2032
- The estate will need to evolve and become more flexible to support delivery of a range of services for the population
- The future estate will be informed by the PCN clinical service strategy and supported by activity level data to determine the level of space required
- Gifford Surgery are working with their Landlord to optimise the current premises within the current footprint to support their service delivery
- Various planning application responses have been submitted in response to the healthcare premises needed for the growth

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Melksham and Bradford on Avon PCN estate



Primary Care Network Workforce

- Melksham and Bradford on Avon Primary Care Network covers the Practice populations of Giffords Surgery, Spa Medical Centre and Bradford on Avon.
- The Primary Care Network currently employs 28 staff recruited through the Additional Roles Reimbursement Scheme.

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Strong emphasis on the Personalised Care roles that support the Living Well and Frailty teams:

- Social Prescribing Link Workers
- Health and Wellbeing Coaches
- Care Co-ordinators.

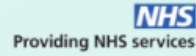


Community Pharmacy in Melksham



Bath and North East Somerset,
Swindon and Wiltshire
Integrated Care Board

Most pharmacies can help you with **seven common conditions** without needing a GP appointment



Speak to your pharmacist if you suspect you have:

- **Sinusitis**
(adults and children aged 12 years and over)
- **Sore throat**
(adults and children aged 5 years and over)
- **Earache**
(children aged 1 year to 17 years)
- **Infected insect bite**
(adults and children aged 1 year and over)
- **Impetigo**
(adults and children aged 1 year and over)
- **Shingles**
(adults aged 18 years and over)
- **Urinary tract infection**
(women, aged 16 to 64 years)



Visit your
Pharmacy First!

Pharmacy	Address	Opening Hours
Spa Pharmacy	Spa Medical Centre, Snowberry Lane Giffords Primary Care Centre, Spa Road	Mon to Fri: 8.30am to 6.30pm
Melksham Pharmacy	1 Bank Street	Mon to Fri: 8am to 8pm Sat: 9am to 1pm
Gompels Pharmacy	19-23 High Street	Mon to Fri: 9am to 5:30pm Sat: 9am to 4pm
Boots Pharmacy	Bradford Road	Mon to Sat: 9am to 12:30pm 1pm to 4:30pm 5pm to 9pm Sun: 10am to 4pm

Approx. 50,000
prescriptions dispensed
in Jan. 2024



Dental Services in Melksham

Melksham South

- Approx. 27% ward accessing NHS dentistry (higher than National average)
- 37% children accessing NHS dentistry

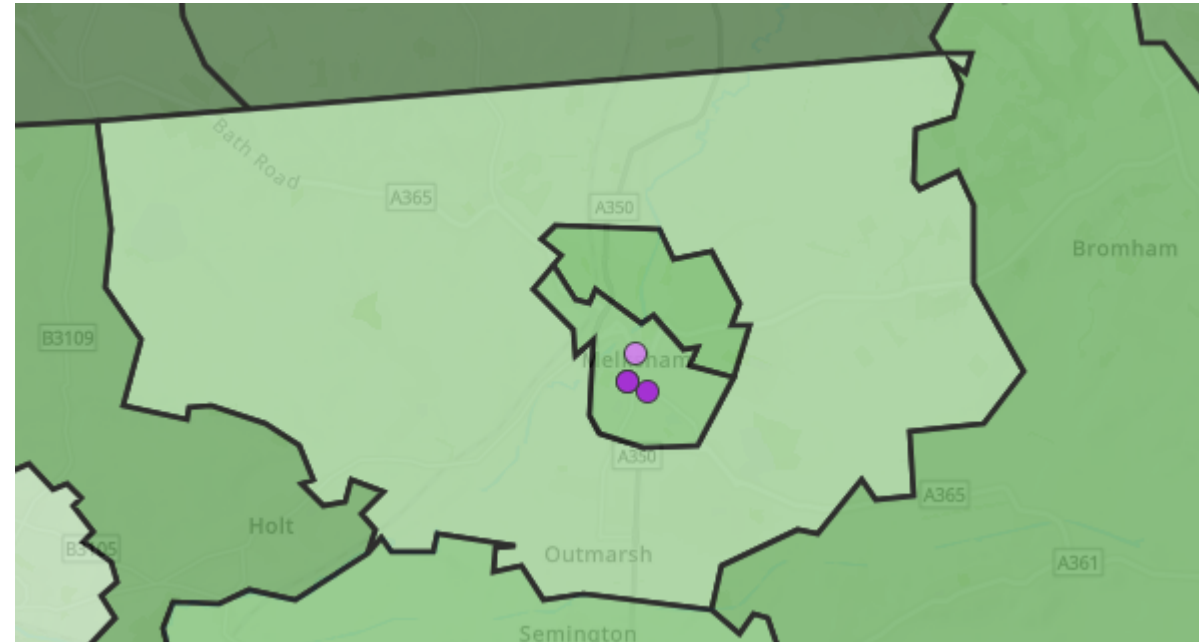
Melksham Without North & Shurnhold

- Approx. 28% ward accessing NHS dentistry (higher than National average)
- 42% children accessing NHS dentistry (higher than National average)

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Melksham Forest

- Approx. 25% ward accessing NHS dentistry (higher than National average)
- 32% children accessing NHS dentistry



Bowerhill

- Approx. 28% ward accessing NHS dentistry (higher than National average)
- 42% children accessing NHS dentistry (higher than National average)



ICB Updates - Melksham Area Board



Bath and North East Somerset,
Swindon and Wiltshire
Integrated Care Board

High Intensity Users of A&E services

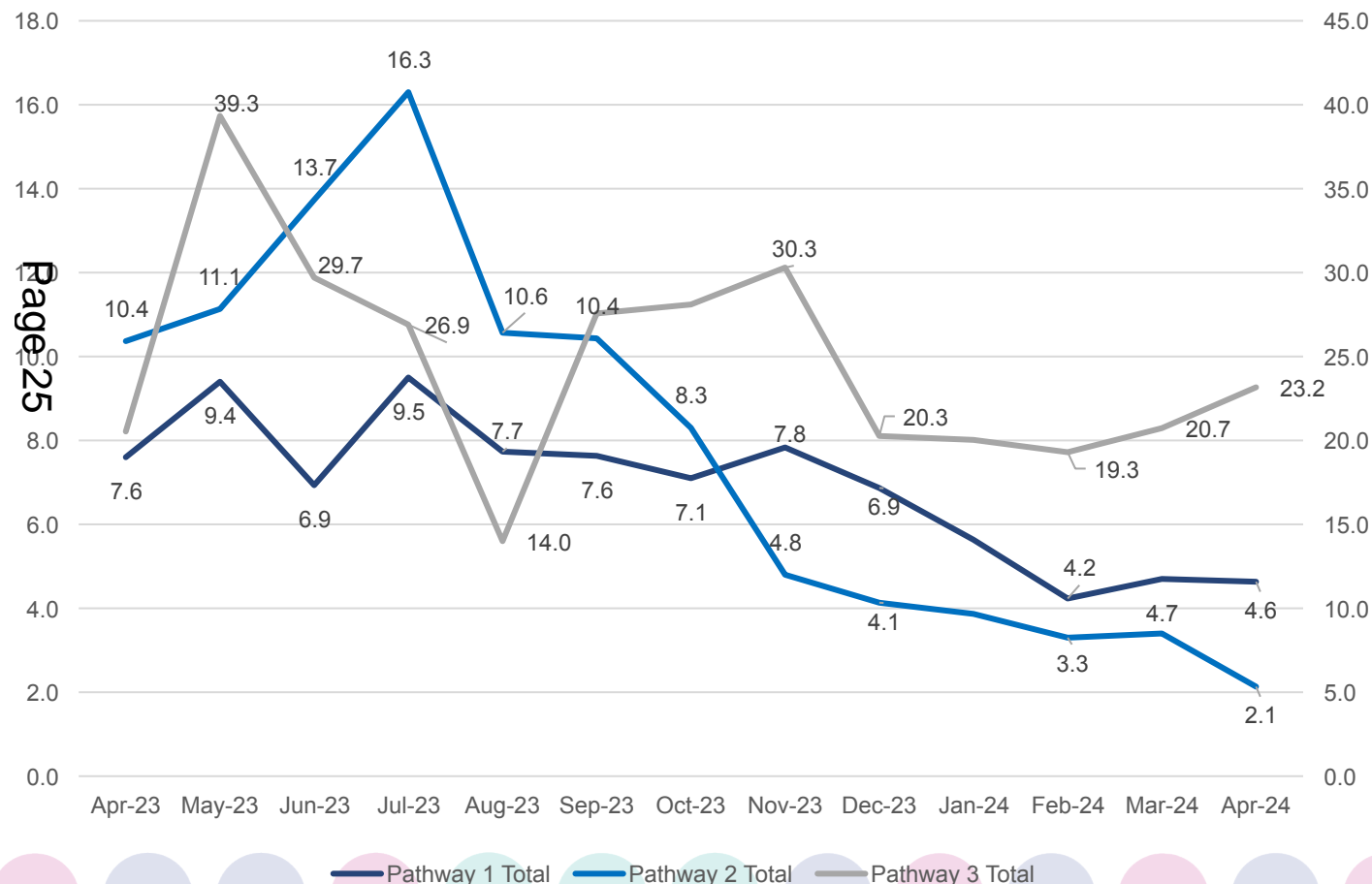
Support that is available to Wiltshire residents that attend A&E departments on multiple occasions

- The High Intensity User Service historically have been commissioned across BSW as pilots since 2018 and funded on a non-recurrent basis.
- Permanent funding has now been secured across BSW and a contract formally awarded to **BSW Connect**, led by Medvivo Group Ltd in association with Wiltshire Centre for Independent Living
- This service supports service users who predominantly attend at emergency departments more than 5 times per year.
- These services offer a robust way of supporting often vulnerable individuals to uncover and address unmet need, improving quality of care, patient experience.
- Several evaluations have been carried out over the past 2 years which demonstrates the positive impact that they have on UEC services, including a 51% reduction in A&E attendances and 62% reduction in emergency admissions.
- **The BSW Connect service will be mobilised and in place on 1st July 2024**



Wiltshire average Time to Discharge reduced

Performance - Time from Referral To Discharge From Acute Trusts
Pathways 1 (Includes 'complex' P1), 2 and 3 (read P3 on secondary axis)



Latest analysis shows improvements April 23 to April 24 of 40% reduction in time to discharge for people going home and going to a community bed for rehabilitation, from acute trust discharges (over 50% for all source referrals) whilst also reducing the backlog and increasing the ability to support increasingly more 'complex' people at home.

Waiting times being discharged to a care home as a permanent place of resident shows a varying picture but with significant improvement in P3 discharge waits at SFT.

Waiting times have been reduced due to:

- Investment into support for patients going home via domiciliary care with local providers.
- Partners across Wiltshire have worked together to improve pathways home
- Caring Steps Together – Information for patients to plan discharge

Learning Disability & Autism update

- **Learning Disabilities Physical Health Check (PHC);**

National target for compliance with PHC is **75%** of the register have a complete check. the Wiltshire c compliance level is 75.7%, with 97% of people also receiving a Health Action Plan. LD AHC compliance continues to be a key focus. Compliance with LD AHC for Melksham practices is *79% - higher than the Wiltshire average.

* aggregate data

- **Learning Disabilities Capital Build;**

BSW ICB are the lead commissioner for a new specialist Learning Disability and Autism unit opening in Summer 2025. This unit will support those who need a more specialist environment and cover Wiltshire.

- **LD Screening Practitioner**

BSW ICB have secured recurrent funding from the NHSE Southwest Region to commission a LD screening practitioner. The role will support individuals to access the 5 adult screening programmes in Primary Care, with the intention of aligning this service with the completion of LD Annual Health Checks

- **Learning Disabilities & Autism Keyworkers**

BSW has an established team of keyworkers who are supporting individuals at risk of escalation or entering a period of crisis with the aim of avoiding inpatient admissions to mental health hospitals. Keyworkers support individuals and their families up to the age of 25yrs feedback from, and outcomes for individuals are positive. **As at end of April'24, 33 Wiltshire individuals have either been support, or are being supported by the keyworker service.**

Mental Health update

- **Severe Mental Illness Annual Health Checks (SMI AHC)**

National target for compliance with PHC is **76% (5,344)** of the register have a complete check. As at March'24 the Wiltshire compliance level is 61.8%. A BSW SMI AHC Improvement Group has been initiated, supported by both Primary Care and secondary mental health care provision. Compliance with SMI AHC for Melksham practices is *68.9% - higher than the Wiltshire average.

*aggregate data

- **NHS 111-2**

NHS 111-2 has gone live across BSW. The service forms part of the urgent and emergency mental health pathway and will support people to access the mental health support they require.



Melksham & BoA Collaborative

- Developed early 2023 as a 'Pathfinder' Test & Learn site to provide insights for establishing future Collaboratives.
 - Collaborative membership established by Spring 2023.
- Interim Chair provided by the PCN Manager, and agreed across the partnership, until formal roles appointed by Collaborative members.

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Early Objectives for the Collaborative

- Complete a Readiness Review as a partnership to show where organisations are in their journey to develop the Collaborative.
- To agree an area of interest with a focus on prevention.
 - To explore data and define a cohort.
 - To engage with those within the chosen cohort.
- To develop a project plan incorporating interventions and outcomes reflecting the voice of the community.
 - To establish a Collaborative Structure.

Membership - Organisations

Wilts Council – Public Health

Wilts Council – Health Inequalities Team

Community First (VCSE)

Wessex Community Action (VCSE)

Age UK (VCSE)

Wilts Council – Area Boards

Wiltshire Health & Care

LA - Wiltshire Library Services

Melksham & BoA PCN

Alzheimer's Support Wiltshire (VCSE)

Wiltshire & Swindon Sport (WASP) (VCSE)

Carer Support Wiltshire (VCSE)

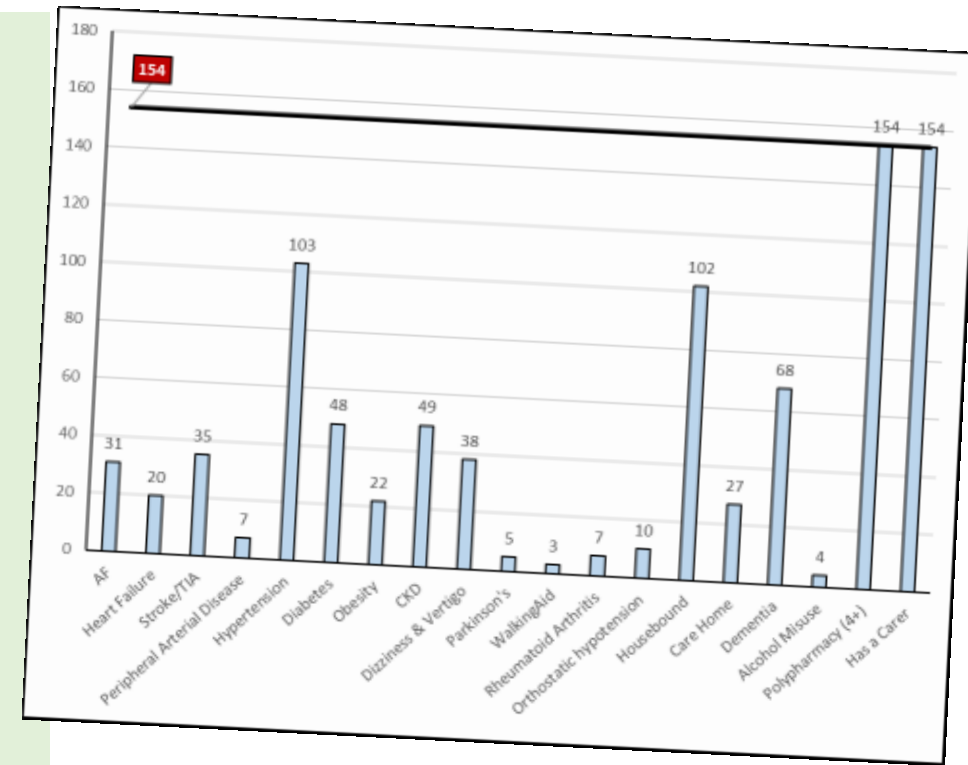
ICB

WCIL (Wiltshire Centre for Independent Living)

Melksham & BoA Collaborative -Achieving Early Objectives

- Readiness Review supported by partnership. Agreed area of interest – prevention of falls for those over 65 years requiring care and with a history of polypharmacy.
- Data interrogated by partners and cohort of 154 initially agreed – this was reduced to 40 after a pre-engagement rerun and criteria for inclusion were considered, (medically well, cognitively able to engage etc.).
- Project plan designed.
- Glass Cubes workspace created to facilitate communication between partners.
- Pilot engagement event designed. Resources list produced to aid conversations.
- Launch Programme Development Day developed to establish the Collaborative.

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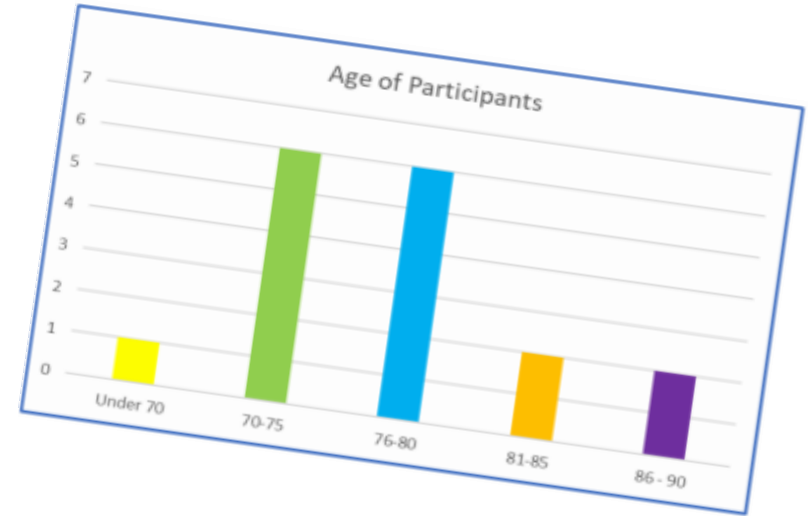
Engagement Event – pilot (Sept – Nov '23)

Supported by WCIL & PCN partners

16 participants – 8 males 8 females
11 cared for by a spouse/family member
1 received care from a care agency

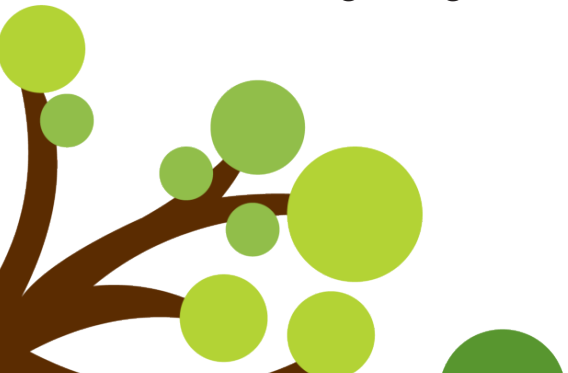
KEY MESSAGES

- People want a personalised approach to the support – creative approaches within their own homes.
- Some had experienced falls but chose not to report to GP because they didn't see it as a significant event.
- People are aware and understand risks in their life. They don't want these risks to stop them living life as they wish to manage risks, whilst getting on with their lives.



REQUIREMENTS

- **Technology Enabled Care (TEC)** e.g., Alexa used rather than pendant alarm
- **Information about other services/ resources** e.g., Radar Keys, access to social events for carers and cared for individuals, equipment availability
- **Exercises classes managed in own home.** Pulmonary Rehab class that was "dull" and "repetitive" so had been developed at home. Slope prevented access to community classes



The Launch Programme Development Day – Nov '23

Partner outcomes

- Achieved a shared understanding of PHM and how it developed into the Neighbourhood Collaborative model.
- Accessed the toolkit and started to explore how the contents could help develop the Collaborative.
- Explored roles and responsibilities, and structural dynamics to help build and embed the culture and behaviours within the Collaborative
- Applied QI methodology to support the growth of the Collaborative and progress the project plan (understanding how to implement improvement and change within the Collaborative)
- Discussed key messages, outcomes and lessons learnt from the engagement.
- Understood the identity of the Collaborative by creating a sustainable vision for Melksham & BoA, (see below).



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“Stay connected at every step”



Vision of a “fairytale” created by working differently together

Being part of a Collaborative is “a powerful motivator”.

Next Steps for Melksham & BoA (M & BoA) in 2024

Reflections following the engagement influencing next steps:

- Limited impact of recommendations due to limited number of participants.
- Lack of consent reduced the size of the cohort – comms used to publicise the engagement to be reviewed.
- Lack of uptake of current resources/ activities available in community– explore whether changes to the process could affect this uptake.
- Addressing health issues/concerns that form part of the conversation during engagement – additional support from Social Prescribers/ Health Coach services may help facilitate this process.

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The next steps for M & BoA Collaborative are:

- Agree the partners who will oversee a second engagement across M & BoA.
- Agree the ways to implement adjustments to a second engagement event based on lessons learnt.
- Identify a second cohort using data metrics agreed by partners.
- Implement the second engagement and combine the outcomes/recommendations from the two events to develop interventions to support those within the community over 65 years old and at risk of falling.